

ORIGINAL



0000200690

Arizona Corporation Commiss.
Utilities Complaint Form

Investigator: Michael Buck	Phone: <<< REDACTED >>>	Opinion Date: 1/10/2020
Opinion Number: 2020 - 161249		
Opinion Codes: Rate Case Items - Opposed	Closed Date: 1/10/2020 1:53 PM	

First Name: Jamie	Last Name: Gaylor	Account Name: Jamie Gaylor
Address: <<< REDACTED >>>		
City: Chandler	State: AZ	Zip Code: 85225
Home: <<< REDACTED >>>		

Company: Arizona Public Service Company	Division: Electric
For Assignment	Email: <<< REDACTED >>>

Nature Of Opinion

Docket Number: E-01345A-19-0236
Docket Position: Against
Commissioners,

I'm opposed to APS's rate case. I have not seen any reason why they should have an increase.

Thank you,

Jamie Gaylor

Arizona Corporation Commission

DOCKETED

JAN 22 2020

DOCKETED BY
— esfRECEIVED
AZ CORP COMMISSION
DOCKET CONTROL
2020 JAN 22 P 1:21

Investigation			
Date:	Analyst:	Submitted By:	Type:
1/10/2020	Michael Buck	Telephone	Investigation

Mr. Gaylord called because of the notice he received from APS.

Entered into the record and docketed. Closed.

Arizona Corporation Commission Utilities Complaint Form

Investigator: Michael Buck	Phone: <<< REDACTED >>>	Opinion Date: 1/10/2020
Opinion Number: 2020 - 161251		
Opinion Codes: Rate Case Items - Opposed	Closed Date: 1/10/2020 2:34 PM	

First Name: Susan	Last Name: Monty	Account Name: Susan Monty
Address: <<< REDACTED >>>		
City: Phoenix	State: AZ	Zip Code: 85054
Home: <<< REDACTED >>>		

Company: Arizona Public Service Company	Division: Electric
For Assignment	Email: <<< REDACTED >>>
Phone: <<< REDACTED >>>	

Nature Of Opinion

Docket Number: E-01345A-19-0236**Docket Position:** Against

Commissioners,

I'm oppose to the rate increase by Arizona Public Service. My rates have increased exponentially over the last 15 years.

Thank you,

Susan Monty

Investigation			
Date:	Analyst:	Submitted By:	Type:
1/10/2020	Michael Buck	Telephone	Investigation

Customer called to have her comment docketed after receiving APS's notice in the mail. I advised her that information concerning becoming an Intervenor is available on the notice.

Entered into the rate case and docketed. Closed.

Arizona Corporation Commission Utilities Complaint Form

Investigator: Roxanne Best	Phone: <<< REDACTED >>>	Opinion Date: 1/21/2020
Opinion Number: 2020 - 161519		
Opinion Codes: Rate Case Items - Opposed	Closed Date: 1/22/2020 10:56 AM	

First Name: Karen	Last Name: Blessing	Account Name: Karen Blessing
Address: <<< REDACTED >>>		
City: Sun City West	State: AZ	Zip Code: 85375
Home: <<< REDACTED >>>	Email: <<< REDACTED >>>	

Company: Arizona Public Service Company	Division: Electric
--	---------------------------

Nature Of Opinion

Docket Number: E-01345A-19-0236**Docket Position:** Against

APS changed the program we were on telling us the program they put us on was the best for us based on our old plan. They gave a sample of what our rates would be under this new plan. This did not turn out to be true. When I called to question our bill I was again assured it was the best rate program for us. This increased our costs. Now they want to eliminate some of the surcharges but that will end up costing us yet more money. They turned off the electricity of a woman who had made a payment on her bill and only had a small amount remaining during the hot summer resulting in her death. They decreased the temperature where they could legally turn off service. They tell us to increase our temperature in the summer so we won't use so much electricity and then say they have to increase our rate because not enough electricity is being used. In no way has APS ever shown that they care about the consumer. What new surcharges will they ask to include next? I have found APS untrustworthy. Why can SRP provide their customers with electricity and lower their bill as my son tells me he experiences. If I could change to them as a provider I would but I can't. Study the behavior of APS very carefully when you consider this bill.

Investigation			
Date:	Analyst:	Submitted By:	Type:
1/22/2020	Roxanne Best	Email	Investigation

From: Roxanne Best
Sent: Wednesday, January 22, 2020 10:56 AM
To: lyleblesskaren@gmail.com
Subject: APS Opinion #161519

Good morning Ms. Blessing,

Your comments regarding APS has been received and will be filed in Docket No. E-01345A-19-0236. If you wish to intervene in a case before the Commission, please use the following link – <http://azcc.gov/hearing/how-to-intervene-in-a-case>.

Thank you,

Roxanne Best

Arizona Corporation Commission Utilities Complaint Form

Investigator: Roxanne Best	Phone: <<< REDACTED >>>	Opinion Date: 1/21/2020
Opinion Number: 2020 - 161523		
Opinion Codes: Rate Case Items - Opposed	Closed Date: 1/22/2020 10:58 AM	

First Name: Richard/Deborah	Last Name: Rice/Griffith	Account Name: Richard/Deborah Rice/Griffith
------------------------------------	---------------------------------	---

Address: <<< REDACTED >>>

City: Peoria	State: AZ	Zip Code: 85383
Cell: <<< REDACTED >>>	Cell: <<< REDACTED >>>	Email: <<< REDACTED >>>

Company: Arizona Public Service Company	Division: Electric
--	---------------------------

Nature Of Opinion

Docket Number: E-01345A-19-0236**Docket Position:** Against

APS has requested a permanent rate increase. My wife and I are both retired and live on a fixed income. A rate increase would be harmful to us. A company as large as APS should be able to cut costs and avoid rate increases for people on fixed incomes.

		Investigation	
Date:	Analyst:	Submitted By:	Type:
1/22/2020	Roxanne Best	Email	Investigation

From: Roxanne Best
Sent: Wednesday, January 22, 2020 10:58 AM
To: 'nd79law@cox.net' <nd79law@cox.net>
Subject: APS Opinion #161523

Good morning,

Your comments regarding APS has been received and will be filed in Docket No. E-01345A-19-0236. If you wish to intervene in a case before the Commission, please use the following link – <http://azcc.gov/hearing/how-to-intervene-in-a-case>.

Thank you,

Roxanne Best

Arizona Corporation Commission Utilities Complaint Form

Investigator: Roxanne Best	Phone: <<< REDACTED >>>	Opinion Date: 1/21/2020
Opinion Number: 2020 - 161526		
Opinion Codes: Rate Case Items - Opposed	Closed Date: 1/22/2020 10:59 AM	

First Name: Toni	Last Name: Allardice	Account Name: Toni Allardice
Address: <<< REDACTED >>>		
City: Scottsdale	State: AZ	Zip Code: 85258
Other: <<< REDACTED >>>		

Company: Arizona Public Service Company	Division: Electric
--	---------------------------

Nature Of Opinion

Docket Number: E-01345A-19-0236**Docket Position:** Against

I cannot believe that APS has the gall to increase rates between 6-11% on Docket No:E-01345A-19-0236, when they are already making big profits. It is obscene. The only people who benefit are the shareholders. I am against this increase.